



Restore Specialist – Job Description

Scope of Responsibilities

The Restore Specialist is responsible for supporting all aspects of Restore operations including but not limited to customer service, sales, donations, warehouse logistics, merchandising, and truck operations. This position drives sales, and donations, and maintains positive visibility of Habitat for Humanity of Bucks County throughout the community. The ReStore specialist position requires working in a very physically demanding, fast pace environment, often with limited resources.

Specific Duties

- Perform all job tasks and duties in accordance to safety procedures
- Uphold store and customer service policies, guidelines and procedures
- Price and sell ReStore merchandise in accordance to company procedures and policy
- Maintain and routinely organize all store departments in accordance to best practices
- Receive or decline donation items while assisting donors in the donation center and the ReStore truck operations
- Adjust to different job duties/tasks quickly throughout the ReStores to support whenever and wherever needed
- Any travel requested is reimbursed following state reimbursement laws and mileage will be determined when the employee reports to their permanently assigned location and then travels to other work sites.
- Able to work independently, and at times with limited oversight
- Manage/operate the donation center, sales floor, truck, cash register, or processing center in the absence of leadership
- Guide volunteers and possibly act as the store Volunteer Coordinator
- Provide training to others when requested
- Performs additional tasks as assigned by the Restore Manager and/or the Assistant Managers

Work Habits

-Communicates in an engaging and professional manner by projecting a professional image in speech, demeanor, and body language in all venues and scenarios.

- Initiative: Represented by a “sense of urgency” energy, enthusiasm, attention to detail and follow up
- Adaptable: Ability to make quick & sound decisions in rapidly changing conditions by anticipating and addressing tasks, challenges, and conflicts.
- Flexible: Able to adjust work schedule in accordance to the needs of the business, sometimes with short notice.
- Provides exceptional customer service, and exhibits relationship building skills with peers and volunteers
- Values a team-oriented approach to decision-making and problem solving
- Demonstrates organizational and follow-through skills
- Works effectively both individually and in a team environment
- Maintains honesty and integrity at all times

Skills Required

- Customer Service Background
- Must be able to lift, push and pull 50 lb.'s frequently, and heavier weight occasionally with assistance
- Must be able to operate light equipment such as a pallet jacks, lift gates, and hand trucks
- Must be self-motivated and able to prioritize multiple responsibilities with limited oversight
- Frequent bending, kneeling and reaching, often in awkward or tiring positions.

Position Reports to: Restore Managers

In accordance with the American Disabilities Act, this position:

Requires the physical ability to sit, walk, and/or stand for prolonged periods of time. This individual must also have the use of all senses, to include, but not limited to sight, hearing, smell and taste while possessing the ability to stand, stoop, bend, grasp and/or hold to complete warehouse, shop, showroom, and storage area work. The normal work place will be out of the office and in the warehouse, box truck, storage area and shop. While the HfHBC offices are smoke-free and temperature controlled, a majority of the work may be in non-temperature-controlled conditions, often outdoors. This position requires individuals who are able to safely lift at least 50 lbs. frequently and more, occasionally with assistance.

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